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Service Support – Incident Management

DEFINITION

Incident Management Definition -the activities of an organization to identify, analyze and correct hazards. In ITIL terminology, an *incident* is defined as any event which is not part of the standard operation of a service and which causes, or may cause, an interruption to, or a reduction in, the quality of that service.

GOALS

- *To restore the service to users as quickly as possible
- *To minimize the adverse impact on business operations
- *To ensure best use of resources
- *To maintain and apply a consistent approach for managing incidents

BENEFITS

- *To understand and meet the requirements of Customers and Users
- *To use the internal process to generate added value for Customers
- *To use resources efficiently and provide value for money
- *To provide greater flexibility in service provision
- *To survive

PROCESS ACTIVITIES

- | | |
|-------------------------------|--------------------------------------|
| *Event occurrence | *Known Error Workaround |
| *Event detection | *Categorization |
| *Event filtering | *Prioritization |
| *Event communication | *Initial Diagnosis and Response |
| *Event acceptance | *Assignment to second or third level |
| *Incident recording | *Full investigation and diagnosis |
| *Configuration item id | *Incident Resolution |
| *Configuration item ownership | *Service Recovery |
| *Incident classification | *Initiation of Request for Change |
| *Matching | *Record update and closure |

KEY PERFORMANCE INDICATORS

- *Speed of service restoration
 - *First line fixes
 - *Reduction in incident escalations out of the service desk
- *Maintenance of service quality
 - *Reduction in unavailability
- *Improved productivity
 - *Reduced cost of handling incidents and decrease in recurring calls
- *User satisfaction - fewer complaints

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TOOL REQUIREMENT CONSIDERATIONS

- | | |
|--|---|
| *System management and event recognition | *Parent/Child ticket relationships |
| *Logging and maintaining incident records | *Application integration |
| *Linking incidents to other incidents and to changes | *Consistent terminology |
| *Seeking and matching to errors and workarounds | *Option for customer updates |
| *Incident record analysis | *Sending of resolution email |
| *Infrastructure diagnostic and control aids | *Automatic ticket closure |
| *Completion of survey can close incident | *Production of management information/reports |

POSSIBLE COSTS

- *Can spend heavily, but much is possible for little outlay
- *Relies heavily on Service Desk tool

REVIEW DATES

- *Date Last Reviewed: January 2008
- *Next Review Date: January 2009

KEY INTERACTIONS WITH OTHER DOMAINS

- *Security –Security assists with the identification and coding structure of security related incidents.
- *Business Continuity – Business Continuity Management contributes to identifying incidents that cause invocation.
- *Knowledge Management – Incident Management processes, procedures and lessons learned should be stored in Knowledge Management database.
- *Incident Management provides critical support for all other domains and disciplines.

REFERENCE

For More Information: <http://www.best-management-practice.com/bookstore.asp?FO=1230360>